



الفرسان
ALFURSAN

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Welcome to Alfursan

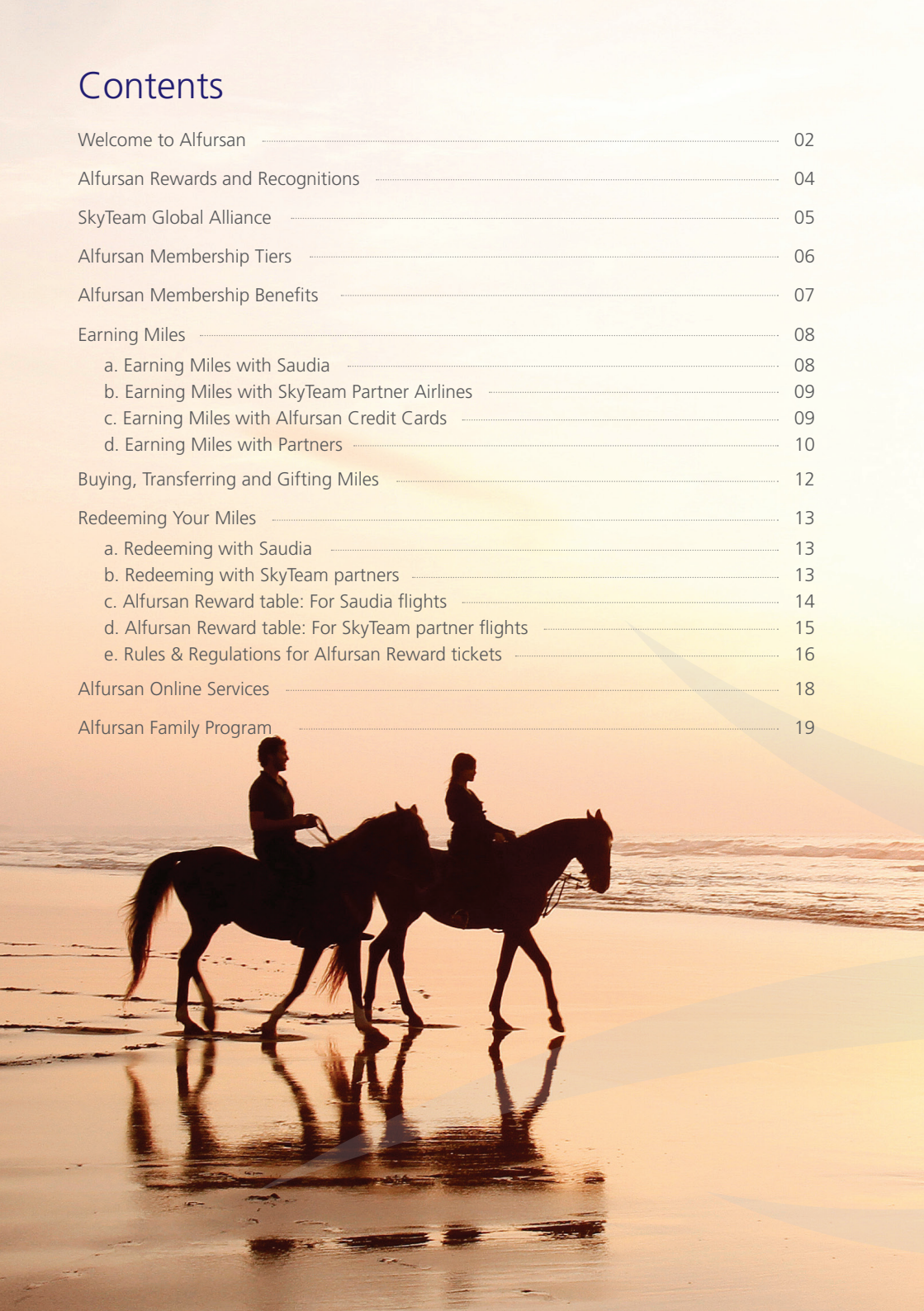
Welcome to the membership program that is globally rewarding.

As an Alfursan member you are entering a world of benefits and rewards that include free tickets and upgrades, additional luggage allowance and many more. That's not all, with Saudia's membership into the prestigious SkyTeam airline alliance you have a wealth of opportunity to earn and redeem miles on a global network of partner airlines.

Alfursan membership also entitles you to a range of offers and promotions through our exclusive partners - which include SkyTeam partners and Alfursan commercial partners in banking, hospitality, car rentals and telecommunication – which add to your miles and makes your Alfursan experience even more rewarding.

With Alfursan the more you fly the more exclusive privileges become available to you. Alfursan Silver Elite and Alfursan Gold Elite Plus membership, our elite tiers, entitle you to a long list of benefits that include access to global lounges, preferential check-in, increased luggage allowance, guaranteed reservation and priority wait-listing, to name a few.

Thank you for your loyalty and we hope to you see you onboard soon.





Alfursan Rewards and Recognitions

Alfursan membership is our way of rewarding you for flying with us. Every eligible flight you take as a member earns you miles - your currency for rewards, benefits and privileges. This is how they work.

Reward Miles

You earn Reward Miles for every mile you fly with Saudia*, SkyTeam partners* and while transacting with the various Alfursan commercial partners. The Reward Miles can be redeemed for free flights, upgrades and other special offers.

You can earn Reward Miles faster with Alfursan Silver Elite and Alfursan Gold Elite Plus membership, by flying premium cabin classes, by enrolling family members, and through special promotions from Saudia, SkyTeam partners and Alfursan commercial partners.

Status Miles

Status Miles are your means of progression through the Alfursan membership tiers of Blue, Silver Elite and Gold Elite Plus. You earn Status Miles when flying with Saudia and SkyTeam partners. Upgrading to the higher tiers increases the number of benefits and privileges you are entitled to. Status Miles are valid for the calendar year in which you earn them.

International Sectors

International flights on Saudia and SkyTeam partner airlines earn you International Sectors, which are another means of progressing through the membership tiers. Like Status Miles, these are valid for the calendar year in which you earn them.

Your elevation to a higher tier is based on achieving either the Status Miles or the International Sectors required, whichever is attained first.

*Mileage accrual on Saudia and our SkyTeam partner flights is possible only on qualifying fares. Please refer to the Alfursan website (www.alfursanonline.com) for more details.

SkyTeam Global Alliance

Saudia is a member of the SkyTeam global airline alliance providing Alfursan members access to an extensive global network of airlines. Alfursan members can earn and redeem Miles throughout the SkyTeam network which offers 16,270 daily flights to over 1,057 destinations covering 179 countries.

The SkyTeam Elite tiers also translates to unmatched benefits and privileges for Silver Elite and Gold Elite Plus members, with the Elite status reserved for Silver members and the Elite Plus status honored to Gold members.

The SkyTeam member airlines* include:



To find about more on how you can earn and redeem with SkyTeam partners airlines log on to Alfursan website. (www.alfursanonline.com)

*The list of SkyTeam Partner Airlines included here is not comprehensive, for the most up-to-date list of all SkyTeam partner airlines please visit Alfursan website (www.alfursanonline.com).



Alfursan Membership Tiers

There are three tiers of Alfursan membership - Blue, Silver Elite and Gold Elite Plus. As you progress through the tiers, the more exclusive privileges become available to you.

Alfursan Blue

Blue membership is where you start and is valid for life. It provides you with a range of benefits and opportunities to earn Reward Miles when you fly and through special Alfursan partner promotions.

Alfursan Silver Elite

Alfursan Silver Elite membership carries all the benefits of Blue membership, plus a host of additional privileges when flying with Saudia and SkyTeam partner airlines. This tier also entitles you to an additional 25% Reward Miles bonus on every eligible flight.

To qualify for Alfursan Silver Elite membership you need to earn 25,000 Status Miles or fly 20 international sectors in one calendar year. To maintain your Alfursan Silver Elite membership you will need to earn 20,000 Status Miles or fly 15 international sectors during the next calendar year.

Alfursan Gold Elite Plus

Alfursan Gold Elite Plus membership is reserved for Alfursan members with exceptional loyalty, and the privileges it entitles are proof of this. In addition to enjoying superior levels of service and unmatched privileges and benefits while flying with Saudia and SkyTeam partner airlines, Alfursan Gold Elite Plus member's are entitled to 50% Reward Miles bonus on every eligible flight, making it easier to earn even more rewards.

To qualify for Gold Elite Plus membership you need to earn 50,000 Status Miles or fly 40 international sectors in one calendar year. To maintain your Gold Elite Plus membership you will need to earn 40,000 Status Miles or fly 30 international sectors during the next calendar year.

Membership tier validity for Alfursan Silver Elite and Alfursan Gold Elite Plus is from the date you qualify through February of the 2nd year. Eg: If you qualify for Alfursan Gold Elite Plus membership in June 2014, it will be valid through February 2016.

And the validity period of the renewed Gold Elite Plus and Silver Elite membership after re-qualifying will be for 14 months, starting from January of every calendar year. E.g: if you re-qualify for Alfursan Gold Elite Plus membership for the calendar year 2014, it will be valid from January 2015 through February 2016.

Alfursan Membership Benefits

The exclusive benefits of Alfursan Blue, Silver Elite and Gold Elite Plus membership:

Benefits when flying with Saudia	Blue	Silver (Elite)	Gold (Elite Plus)
Membership Tier Bonus Reward Miles		25%	50%
Family Miles	√	√	√
Before Flight			
Priority Wait Listing	High	Higher	Highest
Reward Miles can be used at any time	√	√	√
At the Airport			
Priority Boarding		√	√
Priority Airport Standby	High	Higher	Highest
Additional Baggage allowance*		1piece	1piece
Rapid Check in Class		Business	First
Special attention to luggage		Business	First
Lounge Access with up to 3 family members		Business class Lounge	
Lounge Access with up to 3 family members + 1 Guest			First class Lounge
Member Communication			
Periodic Statement & Newsletters	√	√	√
Member facilities			
Dedicated Alfursan Call Centre including reservation	√	√	√
Priority Call handling		√	√

*Gold & Silver members are allowed 1 additional piece; max 32kg for First & Business class and 23 Kg for Guest class. (Exceptions apply with Delta Air Lines within and between US/Canada/Puerto Rico, US Virgin Islands and to/from Brazil. Exception applies for Gold & Silver members traveling in Economy class on Korean Air on the transpacific routes.)

Benefits when flying with a SkyTeam Partner			
Earn Reward Miles	√	√	√
Membership Tier Bonus Reward Miles		25%	50%
Earn Status Miles	√	√	√
Additional baggage allowance**		√	√
Priority Airport Standby		√	√
Priority Check-in		Business Class/ SkyTeam Elite	First Class/ SkyTeam Elite Plus
Priority Reservations Waitlist		High	Higher
SkyTeam Global lounge Access (with 1 Guest)			√

**Refer to individual SkyTeam airline partner website page for more information. (Exceptions apply with Delta Air Lines within and between US/Canada/Puerto Rico, US Virgin Islands and to/from Brazil. Exception applies for Gold & Silver members traveling in Economy class on Korean Air on the transpacific routes.)

Earning Miles

As an Alfursan member you can earn miles when you fly with Saudia, SkyTeam partners and when using other Alfursan commercial partner services.

a) Earning Miles with Saudia

Every Saudia flight you take as an Alfursan member earns you both Reward Miles and Status Miles, which are added to your account automatically. While you are entitled to earn Reward Miles for every mile flown on a qualifying Saudia flight, buying Business or First Class tickets help you reach your rewards and progress through the membership tiers even faster. The table below illustrates what percentage of Reward and Status Miles you will earn based on the type of ticket you have purchased:

Ticket Purchased	For International Flights	For Domestic Flights	Earning rate
ALBAYRAQ		W	250% of miles flown
First Class "Premium"	F, P, A	F	250% of miles flown
Business Class "Premium"	J	J	175% of miles flown
Business Class "Value"	C, D, I		150% of miles flown
Guest Class "Premium"	Y	Q	100% of miles flown
Guest Class "Value"	E, B, M, K, H, Q, L, T	U	75% of miles flown
Guest Class "Super Saver"	U,N,V		50% of miles flown

Charter flights, reward flights, discounted Airline Industry tickets and other non-commercial fares are not eligible for Alfursan Mileage accrual.

Tier Bonuses:

Alfursan Silver Elite members enjoy a 25% Reward Miles bonus for every flight (in addition to any cabin-class bonus). Alfursan Gold Elite Plus members enjoy a 50% Reward Miles bonus. Tier bonuses do not apply to Status Miles, however.

Here are some examples illustrating how many Reward Miles an Alfursan Silver Elite member and an Alfursan Gold Elite Plus member will be able to earn on an International and Domestic flight:

Alfursan Silver Elite member flying from Jeddah to London in First Class - Premium (One way)	Reward Miles
Miles Flown	2,960
150% bonus for First Class (F)	4,440
25% Silver Elite Tier Bonus	740
Total Reward Miles credited to your account	8,140
Alfursan Gold Elite Plus Member flying from Jeddah to Dammam in Business Class – Premium (One way)	Reward Miles
Miles Flown	768
75% bonus for Business Class (J)	576
50% Gold Elite Plus Tier Bonus	384
Total Reward Miles credited to your account	1,728

b) Earning Miles with Skyteam Partners

When you fly with any one of our SkyTeam partners, you can also earn Reward Miles and Status Miles. To ensure that you receive these Miles, please make sure you quote your Alfursan membership number while booking and while conducting the check-in procedure. Also, ensure that you retain your travel documentation including your original boarding pass until these Miles are credited to your account.

Visit the Alfursan website at www.alfursanonline.com to find out how many Miles you can earn on a SkyTeam partner flight. You can also check the Mileage fare code eligibility chart to figure out the fare codes on partner airlines that would be eligible for earning Miles.

Alfursan Online Mileage Calculator

To know exactly how many miles you will earn on a particular flight, you may visit Alfursan website (www.alfursanonline.com). It will provide details of how many Reward and Status Miles you can earn on every Saudia or SkyTeam partner airline flight.

Validity of Reward Miles

All Reward Miles earned are valid for a period of three years from the end of the calendar year in which you earned them. Expired Reward Miles cannot be reinstated."

Example:

If you earn 1,000 miles on 10th May, 2015 they will be valid until 31st December, 2018.

c) Earning Miles with Alfursan Credit Cards

Alfursan and its esteemed banking partners offer you a highly beneficial way of earning additional Reward Miles. The Alfursan Credit Cards allow you to earn Reward Miles every time you spend and thereby ensuring you reach your rewards much faster. With the Alfursan Credit Cards you are entitled to exclusive travel privileges and benefits.

Samba Alfursan Credit Card

The Samba Alfursan Credit Card allows you to earn Alfursan Reward Miles as you shop while enjoying the world-class privileges of a Samba Credit Card.

Samba offers you Platinum and Titanium Samba Alfursan Credit Cards with benefits to suit your business and leisure travel needs, which include worldwide recognition, Taqseet – easy installment payments and many more.

Here are the Reward Miles you can earn with Samba Credit Cards:

SAMBA Alfursan Credit Card Type	Miles Awarded
Gold	1 Alfursan Reward Mile for every 5 SAR spent
Titanium	1 Alfursan Reward Mile for every 5 SAR spent
Platinum	1 Alfursan Reward Mile for every 5 SAR spent

To apply for a Samba Alfursan Credit Card, simply log on to www.samba.com or visit a Samba branch or call Samba phone toll-free 800 - 124 - 2000 from anywhere in the Kingdom.

Al Rajhi Bank Alfursan Credit Card

The Al Rajhi Bank Alfursan Credit Card rewards you with Alfursan Reward Miles on all your purchases. You can now earn 1 Alfursan Reward Mile for every 5 SAR spent.

You can also take advantage of instant and distinctive discounts on purchases within the Kingdom and abroad at many shops and hotels. Best rate for currency exchange when using the card abroad. Simple to apply for the card through the Al Mubasher Internet Banking Service. Compatible with the provisions of Islamic Sharia law.

To apply for the Al Rajhi Alfursan Credit Card, simply log on to www.alrajhibank.com or at your nearest branch of Al Rajhi Bank.

Saudi Hollandi Bank Alfursan Credit Card

The SHB Platinum Alfursan Credit Card allows you to earn Alfursan Reward Miles as you shop, along with unique features to make your travel experience more comfortable and your card usage highly rewarding.

Here are the Reward Miles you can earn with SHB Platinum Credit Card:

SHB Platinum Alfursan Credit Card	Miles Awarded
Purchase Inside KSA	1 Alfursan Reward Mile for every 4 SAR spent
Purchase Outside KSA	1 Alfursan Reward Mile for every 3 SAR spent

To apply for the SHB Platinum Alfursan Credit Card, simply log on to www.shb.com.sa or at your nearest branch of Saudi Hollandi Bank.

d) Earning Miles with Alfursan Commercial Partners

As an Alfursan member you have the opportunity to earn additional Reward Miles when using the services of our international commercial partners. Each of our partners has been carefully selected to benefit your travelling experience. Please remember that Status Miles cannot be earned through these partners.

Here's a comprehensive list of our Commercial partners:

Hotel Partners



Car Rental Partners



Financial Partners



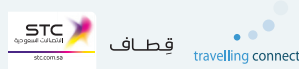
Booking Engine Partners



Retail Partners



Telecom Partners



Claiming Missing Miles

The best way to ensure that you get Alfursan Reward and Status Miles added to your Alfursan Account is by quoting your Alfursan membership at the time of booking and at check-in.

In the unlikely event that your miles are not added to your account, you can claim for the missing miles:

For Saudia flights:

Log-in to your Alfursan member account at www.alfursanonline.com and submit your flight details as required to get your missing miles credited.

For SkyTeam partner flights*:

Submit your original flight documents including a copy of your SkyTeam partner flight e-ticket or payment confirmation and the original boarding pass* to the Alfursan Care Center either directly or via post.

SkyTeam partner flight missing miles will only be processed on submission of the original boarding pass along with the ticket confirmation.

For other Alfursan commercial partner transactions:

Contact the Alfursan Care Center with a copy of the invoice or receipt from the partner transaction.

Remember, your missing miles claims can be made up to 1 year after your Saudia flight, and 180 days after your SkyTeam flight or partner transaction, and we recommend you retain your boarding pass and ticket or other proof of transaction until the miles have been credited to your account.

***Note:** SkyTeam partner flight missing miles will only be processed on submission of the original boarding pass along with the ticket confirmation.

Buying, Transferring and Gifting Miles

At Alfursan, we truly believe in giving you every opportunity to redeem your Reward Miles for free tickets and upgrades. So if you are ever lacking sufficient Reward Miles to book a free ticket or an upgrade to your desired destination, you can use any one of these convenient services on the Alfursan website/ member section to top-up your Alfursan Reward Miles account:

Buying Miles

If you need additional Reward Miles to claim a reward flight or upgrade, you can simply log-in to your member account at www.alfursanonline.com and purchase the miles you require by credit card. Reward Miles can be purchased in multiples of 1,000 up to a maximum of 80,000 miles per calendar year.

Transferring Miles

If you have additional Reward Miles that you wish to share with a friend or relative who is also an Alfursan member, you can transfer them through your account at www.alfursanonline.com. You are allowed to transfer up to 80,000 miles in a calendar year, in multiples of 1,000.

Gifting Miles

You can also gift Reward Miles to friends and family who are Alfursan members, to help them reach their rewards faster. Visit www.alfursanonline.com and quote their Alfursan member ID, or their name and email address. You can then use your credit card to purchase miles for them in multiples of 1,000, up to a maximum of 80,000 in one calendar year.

Note: For all Buy, Gift and Transfer miles terms and conditions, please visit the Alfursan website.



Redeeming your Miles

Your Reward Miles can be redeemed for free flights, or as a one cabin-class upgrade on flights you have paid for.

a) Redeeming with Saudia Free Flights and Upgrades

You can redeem Reward Miles in your account for a free flight, by simply logging-in to your account at www.alfursanonline.com to make your booking, and your e-ticket will be issued immediately. Alternatively, you can contact the dedicated Alfursan Reservation Center to book your reward ticket. When redeeming your Reward Miles for a one cabin-class upgrade simply contact the Alfursan Reservation Center.

Guest Saver and Guest Value Reward Tickets

We have created greater availability of reward seats in the Guest (economy) class on Saudia international flights by including Guest Saver Reward Tickets and Guest Value Reward Tickets.

Guest Saver (L-Class)

To get the best value for your Reward Miles, we recommend booking in advance to take advantage of the lesser miles required for a free ticket.

Guest Value (M-Class)

The Guest value reward option gives you the opportunity to use your Reward Miles with greater seat availability, helping you get the flight you desire.

Business and First Class Reward Tickets

For those who enjoy traveling in the premium cabins, we also provide reward seat-booking in Business and First Class cabins which can be availed on any international or domestic Saudia flight.

b) Redeeming with SkyTeam partner airlines

You also have the choice of using your Alfursan Miles to book reward flights on any of our SkyTeam partners which operate to over 1,057 destinations across 179 countries.

To find out the number of Miles required for a free ticket with SkyTeam partners and book your reward flight Log on to our website www.alfursanonline.com.

Note: All redemption requests will be subject availability of seats with SkyTeam partner airlines. Not all flights are available for redemption and are subject to availability and blackout dates may apply. Not all SkyTeam partners allow First Class redemptions.

c) Alfursan Reward Table: For redemptions made on Saudia flights

Find out the number of Reward Miles required to redeem on a Saudia flight of your choice -

Miles required for redeeming a free round-trip on a domestic Saudia flight						
Zone Code	Reward Zones	Guest	Business	First	One class, One way Upgrades	
1	Domestic: All Domestic Destinations	20,000	30,000	45,000	5,000	
Miles required for redeeming a free round-trip on an International Saudia flight to/ from KSA						
Zone Code	Reward Zones	Guest (Saver-L)	Guest (Value-M)	Business	First	One class, One way Upgrades*
2	Gulf (GCC) UAE, Bahrain, Qatar, Kuwait, Oman, Yemen	20,000	35,000	50,000	70,000	10,000
3	Middle East Jordan, Lebanon, Syria, Cyprus, Egypt, Iran	25,000	40,000	60,000	80,000	10,000
4	Africa – East Djibouti, Ethiopia, Kenya, Sudan	35,000	55,000	75,000	105,000	15,000
5	Africa - North Morocco, Tunisia, Algeria, Libya	40,000	70,000	95,000	125,000	20,000
6	Africa – South South Africa, Namibia, Nigeria	45,000	75,000	100,000	140,000	20,000
7	Europe (A) Turkey only	35,000	55,000	75,000	105,000	15,000
8	Europe (B) All of Europe except Turkey	40,000	70,000	95,000	125,000	20,000
9	Sub-continent (A) Pakistan, North India	30,000	50,000	70,000	95,000	12,500
10	Sub-continent (B) South India, Sri Lanka, Bangladesh, Maldives	35,000	55,000	75,000	105,000	15,000
11	Far East Malaysia, Singapore, Hong Kong, China, Indonesia, Phillipines	55,000	85,000	130,000	180,000	25,000
12	North America (A) Canada, US except Los Angeles	65,000	95,000	140,000	210,000	30,000
13	North America (B) Los Angeles only	80,000	120,000	170,000	240,000	35,000

*The redemption upgrade rates apply only for Guest Premium (Fare Code –Y, E) and Business Premium (Fare Code –J, C, D) tickets. For Guest Value (Fare Codes – B, M, K, H, Q, L, T) and Business Value tickets (Fare Codes – I) an additional 50% miles would be charged. Guest Super Saver tickets (Fare Codes – U, N, V) do not qualify for upgrades. An upgrade from Guest to First Class is only permitted when the aircraft does not have a business class section and only Guest and First Class are offered for sale. *For one way Reward tickets, 60% of the Miles for a round trip ticket for the same sector would need to be redeemed.

d) Alfursan Reward Table: For redemptions made on SkyTeam Partner Flights

Find out how many Reward Miles you need to redeem for your free tickets to destinations of your choice on SkyTeam partner flights:

Reward Miles required to redeem for a round-trip on a Skyteam partner flight between Saudi Arabia and International destination of your choice				
Zone Code	Reward Zones	Economy	Business	First
2	Gulf (GCC) UAE, Bahrain, Qatar, Kuwait, Oman, Yemen	25,000	50,000	75,000
3	Middle East Jordan, Lebanon, Syria, Cyprus, Egypt, Iran	30,000	60,000	90,000
4	Africa – East Djibouti, Ethiopia, Kenya, Sudan	30,000	60,000	90,000
5	Africa - North Morocco, Tunisia, Algeria, Libya	50,000	100,000	150,000
6	Africa – South South Africa, Namibia, Nigeria	55,000	110,000	165,000
7	Europe (A) Turkey Only	45,000	90,000	135,000
8	Europe (B) All of Europe except Turkey, Western Russia*, Central Russia**, Georgia, Azerbaijan, Kazakhstan, Uzbekistan	50,000	100,000	150,000
9	Sub-continent (A) Pakistan, North India, Nepal	40,000	80,000	120,000
10	Sub-continent (B) South India, Sri Lanka, Bangladesh	45,000	90,000	135,000
11	Far East Malaysia, Singapore, Indonesia, Thailand, Vietnam, Phillipines, Laos, Cambodia, Maynmar, Taiwan, Hong Kong, Guangzhou	70,000	140,000	210,000
12	North Asia Japan, Korea, All of China except Guangzhou, Eastern Russia***	75,000	150,000	225,000
13	North America (A) Canada, US except Los Angeles ,Alaska and Hawaii	80,000	160,000	240,000
14	North America (B) Los Angeles ,Alaska, the Caribbean including PR, Mexico, Central America	85,000	175,000	255,000
15	South America South America	110,000	220,000	330,000
16	Hawaii Hawaii	110,000	220,000	330,000
17	Australasia Australia, New Zealand	120,000	240,000	360,000

*Western Russia - Moscow, St. Petersburg, Volgograd, Ekaterinburg, Kazan, Kaliningrad, Krasnodar, Mineralnye Vody, Rostov-on-Don, Samara, Tyumen, Ufa

**Central Russia - Anapa, Astrakhan, Gelendzhik, Nizhnevartovsk, Perm, Sochi, Surgut, Chelyabinsk, Barnaul, Irkutsk, Kemerovo, Krasnoyarsk, Novosibirsk, Omsk, Barnaul, Irkutsk, Kemerovo, Krasnoyarsk, Novosibirsk, Omsk

***Eastern Russia - Vladivostok, Petropavlovsk-Kamchatsky, Khabarovsk, Yuzhno-Sakhalinsk

e) Rules & Regulations for Alfursan Reward tickets issued on Saudia & SkyTeam Partners flights

- All reward ticket booking must be confirmed without waiting-list or open sectors
- Reward ticket has to be issued immediately with no grace-period
- All reward ticket booking will be subject to strict ticketing time-limits
- Reward ticket booking on Saudia flights can be made only on Alfursan website or via the Alfursan Reservation Center while reward ticket booking on SkyTeam partner flights can be made only via the Alfursan Reservation Center
- Open Jaw ticket must be within the same zone, i.e. Reward ticket bookings are permitted only if the outbound flight destination and return flight origin are within the same Alfursan Reward Zone. If the return origin is in a different zone, two one way reward tickets will be issued.
- Alfursan Reward tickets can be revalidated if the ticket is still valid and only for the below mentioned conditions:
 - a. Date or Flight number change (within Reward ticket validity period) for the same origin and destination as made in the original booking.
 - b. No other changes will be permitted and there will be applicable fees* charged for the changes made

*Fees applicable for 'Re-validating' Alfursan Reward tickets with Date change/ Flight number change

Region	Fees in SAR (for all classes)
Domestic	100
International	250

- 'No Show' Alfursan Reward ticket will be flagged as 'suspended ticket' and can be re-validated for travel on future date or alternate Flight number for the same origin and destination by paying applicable fees**

**Fees applicable for 'No Show' Alfursan Reward tickets to be re-validated (in SAR)

Region*	Guest Class Reward Tickets	Business Class Reward tickets	First Class Reward tickets
Domestic	70	150	200
Middle East & Gulf	200	300	400
Europe (A & B)	400	600	800
Africa	400	500	600
Sub-Continent (A & B) and Far East	400	500	600
USA	600	1,000	1,400

* Please refer to the Alfursan Reward table for the destinations

Policy for Cancellation of Alfursan Reward tickets:

- You can now cancel your Alfursan Reward ticket* prior to the date and time of journey and have the miles re-credited into your account.
- The Reward Miles which are subject to expiry on or before the date of cancellation will not be re-credited into your account.
- The cancellation of the reward ticket can only be done at Saudia Sales offices and by fulfilling the following conditions:
 - Alfursan Reward Ticket and Alfursan Reward Miles are still valid on the date of cancellation
 - All coupons have remained unused
 - All applicable fees# have been paid

*Upgrade-Reward tickets can also be cancelled by fulfilling the above mentioned conditions.

Fees* applicable for cancellation of a valid Alfursan Reward ticket (in SAR)

Region	All classes
Domestic	100
International	250

Note: All taxes and services fees paid will be refunded to your credit card account or a Cash refund will be provided to you if SADAD/Cash payment was the method of payment.

Additional fees may apply in case of 'No Show', please refer to the above section for more details.



Alfursan Online Services

www.alfursanonline.com puts control of your Alfursan member account at your fingertips.

Managing Your Account

You can manage every aspect of your account online, including checking your current miles statement and updating your profile information and personal details.

Booking Your Reward Ticket Online

You can redeem your Reward Miles for free flights on Saudia with a few simple clicks.

Buying, Transferring and Gifting Miles

You can use your credit card to buy additional Reward Miles for yourself or as a gift for another Alfursan member. You can also transfer miles directly from your account into the account of a friend or relative.

Claiming Your Missing Miles

You can instantly claim missing Reward Miles for any Saudia flight that you have taken within the last year.

Nominating Family Members

Add relatives to your Alfursan membership online so that they can share your privileges when they fly, and earn you even more rewards.

Waitlist for top Tier

You can waitlist online on fully booked SAUDIA International flights. As soon as seats become available on these flights, waitlisted Alfursan Gold and Silver members are prioritized to have their bookings confirmed.

The Mileage Calculator

Use the Mileage Calculator to see how many Reward Miles you will need to claim your reward ticket, and to find out how many Reward Miles, Status Miles and International Sector Credits you can earn from a particular flight.

Online Upgrade

One of the benefits of Alfursan membership is the ability to upgrade to Business Class or First Class using Alfursan Reward Miles. Your existing SAUDIA bookings can be upgraded online.

Alfursan Family Program

As head of the household you may invite up to eight members of your family to become Alfursan members, so that they can enjoy all the privileges of membership while earning you additional rewards. Family membership covers immediate relatives including children over two years old, as well as private drivers and housemaids under your sponsorship. Each receives their own membership card.

Earning Miles with Your Family

Your family earns Reward Miles from flights in the same way that you do, with the exception of children between two and twelve years old, who earn 50%. All the Reward Miles your family earns are awarded to your account.

The Status Miles and International Sectors earned by family members when they fly are, however, awarded to their own accounts. This is to allow them to progress through the membership tiers. The same Status Miles rules apply to your family as to you, the full member, with the exception that children between two and twelve years old earn only 50%.

Spending Your Family's Reward Miles

Reward Miles earned by your family are credited to your account and can be redeemed for Alfursan rewards in the same way as your own Reward Miles. You can also redeem Reward Miles on behalf of one or more of your family members.

Details	Reward Miles	Status Miles	Sectors	Reward Miles	Status Miles	Sectors
Credited to:	Your Account			Your Family Member's Account		
Flown miles by you	12,808	12,808	2	-	-	-
75% bonus for Business Class premium (J)	9,606	9,606	-	-	-	-
25% Silver Elite Tier Bonus	5,604	-	-	-	-	-
Flown miles by your Family member	12,808	-	-	-	12,808	2
75% bonus for Business Class premium (J)	9,606	-	-	-	9,606	-
Total credited to yours and family member's account	50,432	22,414	2	-	22,414	2

Alfursan Care Center

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	+966 12686 1010 Outside KSA (Reward Tickets)
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UK	03712004433
France	0820200505
Italy	06895848
Switzerland	0848006600
Germany	01803698888
Spain	902534444
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